



City of Orange

EMPLOYMENT OPPORTUNITY

24 Hour Jobline:
(714) 744-7262
Personnel Services
(714) 744-7255

The City of Orange Invites Applications for the position of:

POLICE DISPATCH SHIFT SUPERVISOR

Salary Range: \$4,026 - \$5,163 per month

PLUS Excellent Benefits, including CalPERS 2.7% @ 55 Retirement

FINAL FILING DATE: A completed City of Orange application, with certificate copies attached, must be on file in the Personnel Services Department **no later than 5:00 p.m. on Thursday, March 23, 2006**. Applications may be obtained from: www.cityoforange.org; City of Orange Personnel Department, 300 E. Chapman Avenue, Orange, CA 92866, City's 24-hour Jobline at (714) 744-7262. Facsimiles are not accepted.

DEFINITION: To provide supervision and training, technical assistance and guidance to dispatch and other clerical staff on an assigned shift; to coordinate activities with other divisions, outside agencies and the general public; to provide input and technical assistance to management; to receive incoming calls for police and emergency assistance and dispatch necessary units and perform the most difficult and complex duties. Employees work under direction of police management staff, carrying out necessary activities without direction except as new or unusual circumstances arise. Judgment is required in interpreting established policies, goals, and objectives.

EXAMPLES OF TYPICAL DUTIES: *The following duties represent the principal job duties; however, they are not all-inclusive. Other duties may be required and assigned.* Supervise and train Communication personnel; design, coordinate, and implement training for new hires and other assigned personnel; provide update training for all employees on new developments in the field; direct and monitor work flow; monitor employee performance and conduct performance evaluations; work with employees to correct deficiencies. Schedule and coordinate staff and operational activities of the unit; monitor and post overtime. Oversee the operation of the 24 hour recording system pertaining to all radio and telephone transmissions received; prepare and/or oversee preparation of court quality tape and documentation; assist in gathering of recorded tapes and computer data for Internal Affairs during related investigations. Participate in planning, developing and implementing goals, objectives, policies and priorities for the unit; identify resource needs. Prepare summary reports and evaluations related to dispatch. Provide input into the unit budget including staffing, equipment, material and supply needs. Receive emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures; coordinate calls and relay information and assistance requests involving other law enforcement agencies. Maintain contact with all units on assignment; maintain status and location of police field units. Answer non-emergency calls for assistance; answer maintenance service emergencies on weekends and holidays. Enter, update, and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information. Perform a variety of recordkeeping, filing, indexing, and other general clerical work; maintain a variety of logs relating to public safety activities. Testify as an expert witness in court or personnel hearings. Test and inspect equipment as required; administer and oversee programs for maintenance and repair of systems; maintain liaison between other bureaus, vendors, contractors, and consultants; attend and participate in groups to select and purchase new equipment and systems. Assist in the hiring process of new Dispatchers and Call-takers; prepare oral board questions, sit on the oral boards during the hiring process. Assist the Watch Commander in emergency notifications during critical incidents. Attend and participate in meetings; stay current with new trends and innovations in the field. Type daily log of all field calls and units dispatched. Order and maintain an adequate inventory of supplies. Perform related duties as assigned.

REQUIREMENTS: Knowledge of: Principles of supervision and training. Geographic features and streets within the area served. Standard radio broadcasting procedures and rules. Correct English usage, spelling, punctuation, and grammar. Policies and procedures of the Department. Modern office procedures, practices, and equipment.

Skill to: Operate various types of machinery and equipment, including dispatch and teletype equipment, and office machines. **Ability to:** Train and orient new staff in dispatch procedures and techniques. Work under pressure, exercise good judgment, and make sound decisions in emergency situations. Effectively communicate with and elicit information from upset and irate citizens. Provide technical supervision to dispatch staff and evaluate staff performance. Understand and follow oral and written instructions. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work. Work various shifts as assigned. Provide quality customer service. **A qualified applicant must be able and willing to work rotating shifts, including weekends, and holidays.**

Education & Experience: Experience: Two – three years of increasingly responsible public safety dispatching experience, combined with routine clerical responsibilities. Some supervisory or lead experience desirable. **Training:** Completion of high school. **License or Certificate:** P.O.S.T. Dispatcher certification and C.L.E.T.S. Operator certification are required upon hire. P.O.S.T. Supervisor certification and annual P.O.S.T. Update certification is required within 6 months of hire. **License or Certificate:** Possession of, or ability to obtain, an appropriate, valid California driver's license.

SPECIAL REQUIREMENTS: *Performance of the essential duties of this position include the following physical skills and work environment:* **PHYSICAL REQUIREMENTS:** Speaking clearly and concisely, reaching for telephones and radio access, sitting, typing, listening to radios and telephones. Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry, and/or use of a personal computer or other office equipment or supplies; may involve extensive VDT exposure. **APPLICATION AND SELECTION PROCEDURE:** City application may be obtained from the City of Orange Personnel Department, 300 E. Chapman Avenue, Orange, CA, 92866, (714) 744-7262; or www.cityoforange.org. Applications which are received in the **Personnel Department** by the final filing date will be screened. Those considered most qualified will be invited to participate in the selection process which may include a written examination, and an appraisal interview. EOE

ABOUT THE CITY. The City of Orange, with a present population estimated at 136,700, is situated in central Orange County, approximately 32 miles southeast of Los Angeles. The City's land area is 24 square miles, with a "sphere of influence" area of 55 square miles. The City is fortunate to be located in the center of Southern California. As such, the City has become home to many leading businesses, hospitals, and commercial centers. In addition, the City has excellent educational opportunities from preschool through post-graduate programs, including Santiago Canyon College and Chapman University and its Law School. The City provides a full range of services for its citizens. These services include police, fire, paramedic, library, recreation and parks, planning and development, street improvements and lighting, and general administration. The City also operates a water utility and provides for refuse collection and sanitation.

EMPLOYMENT PROCEDURE:

City of Orange applications are required and can be obtained from the Personnel Department, 300 E. Chapman Avenue, Orange, CA, 92866, or by calling (714)744-7262 or by visiting our web site at www.cityoforange.org. Completed applications must be received by the Personnel Department by the final filing date and time listed on the front of this flyer to be eligible for consideration.

An Eligibility List containing names of successful candidates will be compiled based on the results of the examination process. Unless exhausted or canceled sooner, eligibility lists are valid for a period of one year.

Offers of Employment are made only after interviews are conducted by the Department in which the vacancy exists. Names of candidates on eligibility lists are provided to the Department, which has the option to interview and appoint to fill the vacancy. Those not selected remain on the eligibility list until it expires.

A Medical Examination, Police Records Check, and thorough Background Investigation are required of all prospective employees. **A Probationary Period** of one year must be completed by each employee.

The City of Orange is an Equal Opportunity Employer.

BENEFITS FOR CIVILIAN EMPLOYEES IN THE CITY OF ORANGE POLICE ASSOCIATION

The City of Orange provides a generous array of benefits to employees in addition to maintaining competitive salaries. The following is a partial list of benefits:

Salary Range is composed of six steps, each approximately five percent apart. Advancements through the steps are generally made yearly and based on performance.

Retirement Benefits are provided by the State of California Public Employees' Retirement System. The City pays the employee's **8% PERS** retirement contribution. The City provides the **2.7% @ age 55** retirement benefit. Employees are required to contribute **2.64%** of salary effective July 1, 2004 for this enhanced retirement benefit.

Vacation. Employees earn **80 hours** of vacation during the first four years of service, **120 hours** from year 5 through year 10, an increasing accrual annually up to 30 years (**220 hours**). The City also provides an annual unused vacation payout plan.

Holidays. Employees earn **100 hours** of holiday accrual each year to be taken as time off or converted to cash. **Sick Leave** is accrued at a rate of **96 hours** per year. A partial payment for accumulated unused sick leave is available to City employees who retire from the City.

Cafeteria Benefits Plan. The City pays up to **\$875 per month**, which can be applied towards medical, dental, or vision insurances, and/or taken as cash under certain criteria.

Medical, Dental & Vision Insurance plans are available. A variety of medical insurance plans through the PERS Health Benefits program are available. **Life Insurance.** The City provides a term life insurance policy of **\$23,000**.

Retiree Medical Trust. Employees pay \$41 per pay period and are vested after 5 years for reimbursement of medical insurance premiums upon retirement.

Other Benefits. Most employees work a "4/10" alternate work schedule. Long Term Disability, an Employee Assistance Program, Tuition Reimbursement (up to \$1,250/year), Trip Reduction Program incentives, optional Deferred Compensation programs and Credit Union membership are a few of the additional benefits provided or available to employees.

Note: The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The types and levels of employee benefits provided, including City contributions toward benefit costs, are subject to change as a result of periodic contract settlements between recognized employee associations and the City of Orange.

DOWNLOAD OUR CITY APPLICATION AT:

<http://www.cityoforange.org>



CITY OF ORANGE
Personnel Office
300 E. Chapman Ave.
P.O. Box 449
Orange, CA 92866-1591

TO:

Police Dispatcher Shift Supervisor